



COUNTY OF LOS ANGELES

FIRE DEPARTMENT

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DARYL L. OSBY
FIRE CHIEF
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ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

April 01, 2014

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

37 April 1, 2014

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

Dear Supervisors:

**ACCEPT \$1,224,000 IN UPGRADES AND MAINTENANCE TO THE
PUBLIC SAFETY ANSWERING POINT 9-1-1 TELEPHONE COMMUNICATIONS SYSTEM FROM
THE CALIFORNIA 9-1-1 EMERGENCY COMMUNICATIONS,
CALIFORNIA TECHNOLOGY AGENCY
(ALL DISTRICTS) (3 VOTES)**

SUBJECT

The Consolidated Fire Protection District of Los Angeles County (District) is requesting authorization to accept \$1,224,000 in upgrades and maintenance to the Public Safety Answering Point (PSAP) 9-1-1 telephone communications system from the California 9-1-1 Emergency Communications, California Technology Agency (State 9-1-1 Office).

**IT IS RECOMMENDED THAT THE BOARD ACTING AS THE GOVERNING BODY OF THE
CONSOLIDATED FIRE PROTECTION DISTRICT OF LOS ANGELES COUNTY:**

1. Accept \$1,224,000 in upgrades and maintenance to the District's PSAP from the State 9-1-1 Office.
2. Instruct the County Purchasing Agent to issue a "Zero Dollar" purchase order to AT&T for tracking of equipment only.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of the recommended actions will allow the District to accept \$1,224,000 in upgrades and maintenance from the State 9-1-1 Office. The District currently utilizes a Legacy 9-1-1 (Legacy)

PSAP system which is outdated and can no longer be supported with parts and maintenance. The upgrades will provide the District with a new and modern PSAP system capable of supporting the Next Generation 9-1-1 (NG) system.

The new system provides the required elements for the delivery of 9-1-1 calls to the dispatch call taker and will increase efficiency by utilizing global positioning and mapping technologies. It is also capable of supporting features of the NG non-voice interactions (texting, video, or photographic submissions). These NG features can be utilized once the State finalizes the standards.

The system upgrades will aide dispatch call takers and first responders by improving and enhancing customer service to the residents of Los Angeles County.

The new system and NG component utilize hardware and software that is in compliance with the Federal Communications Commission's (FCC) rules and regulations for public safety.

Implementation of Strategic Plan Goals

Approval of the recommended actions are consistent with the County's Strategic Plan Goal #1 Operational Effectiveness, and Goal #3, Integrated Service Delivery, by enhancing the service delivery to residents in Los Angeles County, through the comprehensive integration of an upgraded public safety communications system in a cost-effective manner.

FISCAL IMPACT/FINANCING

The State 9-1-1 Office allocates funds for PSAP system upgrades and maintenance based on the volume of 9-1-1 calls received. As such, the District has been allocated \$1,224,000 in upgrades and maintenance. The District will procure the system upgrades in conjunction with AT&T and the State 9-1-1 Office will pay AT&T directly.

The upgrades include: the phone system, installations, trainings, and second through fifth year maintenance. The maintenance for the first year is covered under the AT&T warranty.

The estimated costs of the upgrades and maintenance are as follows:

Product Description and Cost

- (26 positions) Vesta 4.0 IWS Positions, ACD, (7 positions) VoIP Phones, installations, training, annual maintenance (2nd - 5th years) \$ 784,000
- (26 positions) Aurora Systems, installations, training, annual maintenance (2nd- 5th years) \$ 83,000
- (26 positions) Vela Systems, installations, training, annual maintenance (2nd- 5th years) \$ 274,000

Total Product Cost \$ 1,141,000

Contingency Fund \$ 83,000

Total Upgrade and Maintenance Cost \$ 1,224,000

All upgrades are funded by the State 9-1-1 Office. The District will be required to issue a "Zero-Dollar" purchase order to AT&T. AT&T will bill the State 9-1-1 Office directly for all upgrades and maintenance. There is no impact to net County cost.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The administration of funding for upgrades and maintenance related to answering 9-1-1 calls is based upon laws passed by the California State legislature. Most of the pertinent code sections relating to the funding of 9-1-1 upgrades and maintenance are in the California Revenue and Taxation Code sections 41135 through 41138.

The State law indicates the State 9-1-1 Program as managed by the State 9-1-1 Office, shall fund the upgrades and maintenance necessary for answering 9-1-1 calls. The State law also gives the authority to local agencies to obtain upgrades from any vendor as long as the costs do not exceed those approved by the State 9-1-1 Office.

The goal of the State 9-1-1 Office is to provide expedient telephone access to emergency services for all 9-1-1 callers, by providing sufficient upgrades to each PSAP to successfully manage its local operations in compliance with all 9-1-1 standards.

The recommended actions have been reviewed and approved by County Counsel, the Chief Information Office (CIO), and the Chief Executive Office.

The CIO has reviewed and recommends approval of this requested action. The CIO determined a CIO Analysis is not required, because this action does not introduce a new technology. This is an upgrade of an existing technology funded by the State 9-1-1 Office which allows each agency to select a State approved vendor of choice.

ENVIRONMENTAL DOCUMENTATION

This upgrade is statutorily exempt from the California Environment Quality Act (CEQA) pursuant to Section 16031(b)(3) of the CEQA guidelines as it addresses incidental matters related to the provision of the District's services and thus it can be seen with certainty there is no possibility the activity may have a significant effect on the environment.

CONTRACTING PROCESS

The State 9-1-1 Office completed the contracting process associated with the acquisition of the new system. The State 9-1-1 Office allows each agency to select a vendor of choice. The District's current Legacy system is maintained by AT&T. To ensure continuity of 9-1-1 telephone services within dispatch, AT&T will continue to maintain the new system.

The County Purchasing Agent will be required to issue a "Zero Dollar" purchase order to AT&T. AT&T will bill the State 9-1-1 Office and receive payment from them directly.

This process is accomplished by the County Purchasing Agent in accordance with the County's purchasing and contracting policies and procedures.

The new system provided by AT&T will comply with the State Contract #5-12-58-01 and FCC rules and regulations for public safety.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

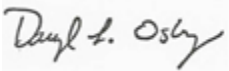
The new system will enhance the District's PSAP system by utilizing advanced technologies, and as a direct result will improve the public safety service provided to the residents of Los Angeles County.

CONCLUSION

Upon approval by your Honorable Board, please electronically submit an adopted Statement of Proceedings to the following:

Consolidated Fire Protection District of Los Angeles County
Administrative Services Bureau
Deputy Chief Dawnna Lawrence
Dawnna.Lawrence@fire.lacounty.gov

Respectfully submitted,



DARYL L. OSBY
FIRE CHIEF, FORESTER & FIRE WARDEN

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c: Chief Executive Officer
County Counsel
Chief Information Officer
Internal Services Department